

Harrisonville Telephone Company

(Y)

ACCESS SERVICE

(Y) Issued under Special Permission No. 95-1528 of the Federal Communications Commission.

Issued: November 9, 1995 H.R. Gentsch, President & CEO Effective: January 1, 1996
213 South Main
Waterloo, IL 62298-0149

Harrisonville Telephone Company

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ACCESS SERVICE**9. Additional Engineering, Additional Labor and Miscellaneous Services**

In this section, normally scheduled working hours are an employee's scheduled work period on any given business day which totals eight (8) hours.

9.1 Additional Engineering

Additional Engineering will be provided by the Telephone Company at the request of the customer when:

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in Sections 6.5.7 and 7.1.2, preceding.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Section 7.2, preceding.

The Telephone Company will notify the customer that additional engineering charges will apply before any additional engineering is undertaken.

9.1.1 Charges for Additional Engineering

The charges for additional Engineering are as shown in Section 12.#.4(A), following.

9.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Telephone Company. The Telephone Company will notify the customer that additional labor charges will apply before any additional labor is undertaken. Additional labor charges apply to the services described in Sections 9.2.1 through 9.2.6, following.

9.2.1 Overtime Installation

Overtime installation is that Telephone Company installation effort outside of normally scheduled working hours.

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ACCESS SERVICE**9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)****9.2 Additional Labor (Cont'd)****9.2.2 Overtime Repair**

Overtime repair is that Telephone Company maintenance effort performed outside of normally scheduled working hours.

9.2.3 Stand By

Stand by includes all time in excess of one-half (1/2) hour during which Telephone Company personnel stand by to make installation acceptance tests or cooperative tests with a customer.

9.2.4 Testing and Maintenance with Other Telephone Companies

Additional labor charges apply for additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies. This is in addition to the normal effort required to test, maintain or repair facilities provided solely by the Telephone Company.

9.2.5 Testing Services

Testing Services other than those described in other parts of this tariff will be provided at the hourly rates described if requested by the customer. Testing will be provided subject to the availability of equipment and qualified personnel.

9.2.6 Other Labor

Other labor is that additional labor incurred to accommodate a specific customer request that involves labor which is not covered by any other section of this tariff. It also covers additional labor necessary to meet customer requests as described in Section 5, preceding.

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(Y)

ACCESS SERVICE**9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)****9.2 Additional Labor (Cont'd)****9.2.7 Charges for Additional Labor**

The charges for Additional Labor are shown in Section 12.#.4(B), following.

9.3 Miscellaneous Services**9.3.1 Maintenance of Service**

- (A) When a customer reports a trouble to the Telephone Company for clearance and the trouble is not in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Telephone Company personnel are dispatched to the customer's premises to when the work is completed.
- (B) The charges for Maintenance of Service are shown in Section 12.#.4(C), following.

9.3.2 Programming Services

- (A) Programming charges apply when a request by a customer for information concerning the access services provided to the customer result in the creation of new computer software or the modification of existing software in order to provide the requested information.

The Telephone Company will notify the customer that additional programming charges will apply before any additional programming is undertaken.
- (B) The charges for Programming Services are shown in Section 12.#.4(D), following.

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ACCESS SERVICE**9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)****9.3 Miscellaneous Services (Cont'd)****9.3.3 Presubscription**

Pursuant to the Federal Communications Commission's Memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985, the Allocation Plan, outlined in Appendix B of this Order, will be available for inspection in the Public Reference Room of the Tariff Division at the Federal Communications Commission's Washington D.C. location or may be obtained from the Commission's commercial contractor.

- (A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA, interstate calls. This IC is referred to as the end user's predesignated IC.
- (B) On the effective date of this tariff, all existing end users have access to interstate MTS/WATS. The Telephone Company will notify end users in their particular area no later than 85 days prior to conversion to Feature Group D in a serving end office, except as noted in Section 9.4, following. The notification will include the names of all ICs wishing to participate in the presubscription process. This notification will be sent via U.S. Mail to each end user of record served by the end office to be converted.
- (C) End users may select one of the following options at no charge:
 - indicate a primary IC for all of its lines,
 - indicate a different IC for each of its lines.

Only one IC may be selected for all of its lines, or lines terminating in the same hunt group.

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(C) (Cont'd)

End users may designate that they do not want to presubscribe to any IC. The end user must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (10XXX) for all interstate calls.

After the end user's initial selection of a predesignated IC or the designation that they do not want to presubscribe to any IC, for any change in selection after conversion to equal access in the serving end office, a nonrecurring charge, as set forth in Section 12.#.4(E), following, applies.

(D) Except as noted in Section 9.3.4, following, end users not responding to the initial notification will be sent a second notification for the selection of a predesignated IC no earlier than 40 days prior to or no later than 90 days after the conversion to equal access in a serving end office. This second notification will indicate the primary IC that has been assigned to them if they fail to respond to the second notification.

After the allocation process has been completed, end users assigned to an IC via the allocation process may change their IC one time within six months after conversion to equal access in the serving end office at no charge except as noted in Section 9.3.4, following.

Following the six month period after conversion to equal access for any change in selection, a nonrecurring charge as set forth in Section 12.#.4(E), following applies, except as noted in Section 9.3.4, following.

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- (E) When an end user indicates more than one IC selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates an IC selection on the return notification that does not match with information provided by an IC and both notifications indicate the same authorization date, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more ICs provide to the Telephone Company notifications with the same authorization date and neither notification has been processed, the Telephone Company will contact the end user for clarification. A list of these customers in conflict must be sent to the affected IC by the Telephone Company.

In the event that two or more ICs have provided to the Telephone Company notifications with the same authorization date(s), and one IC notification has already been processed by the Telephone Company, those IC notifications not yet processed would be returned to the ICs.

- (F) New end users who are served by end offices equipped with Feature Group D will be asked to presubscribe to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. There will be no charge for this initial selection. They may select either of the following options:
- designate a primary IC for all of its lines,
 - designate a different IC for each of its lines.

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(F) (Cont'd)

Only one IC may be selected for each individual line, or lines terminating in the same hunt group. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a predesignated IC, for any change in selection, the nonrecurring charge set forth in Section 12.#.4(E), following, applies.

- (G) If the new end user fails to designate an IC as its predesignated IC prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) allocate the end user to an IC based upon current IC presubscription ratios, (2) require the end user to dial an access code (10XXX) for all interstate calls, or (3) block the end user from interstate calling. The end user will be notified which option will be applied if they fail to presubscribe to an IC. An allocated or blocked end user may designate another, or initial, IC as its predesignated IC one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service.

For any change in selection after 6 months from the installation of Telephone Exchange Service, the nonrecurring charge set forth in Section 12.#.4(E), following, applies.

- (H) If an IC elects to discontinue its Feature Group D Service offering prior to or within two years of the conversion, the IC will notify the Telephone Company of the cancellation. The IC will also notify all end users which selected them that they are cancelling their service and that they should contact the Telephone Company to select a new primary IC.

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Harrisonville Telephone Company

ACCESS SERVICE

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(H) (Cont'd)

The IC will also inform the end user that it will pay the presubscription change charge. The canceling IC will then be billed by the Telephone Company the appropriate charge for each end user for a period of two years from the discontinuance of Feature Group D service.

(I) If an IC elects to change or discontinue use of a Carrier Identification Code (CIC) for any reasons other than those set forth in (H) above, the IC will identify to the Telephone Company any affected end users and advise the Telephone Company of the new CIC to be assigned to these end users. If the CIC change involves a change of carrier for any end users, the IC will notify the affected end users of the change.

The Telephone Company will change the predesignated carrier code of each end user identified by the IC to the new carrier CIC and bill the IC the nonrecurring charge set forth in 12.2.4(E) following for each end user line or trunk that is changed.

(J) Unauthorized PIC Change

For purposes of this section, a subscriber is defined as:

- the party identified in the account records of the Telephone Company as responsible for payment of the telephone bill, or
- any adult person authorized by such party to change telecommunications services or to charge services to the account, or
- any person contractually or otherwise lawfully authorized to represent such party.

ACCESS SERVICE

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(J) Unauthorized PIC Change (Cont'd)

If an IC requests a PIC change on behalf of a subscriber and the subscriber subsequently denies requesting the change; the Telephone Company will:

- Notify both carriers involved in the unauthorized change allegation made by the subscriber. This notification must include the identity of both carriers.
- Direct the subscriber to the appropriate state regulatory agency or the Federal Communications Commission to file a complaint.
- Inform the subscriber that if he or she has not already paid charges to the unauthorized carrier, he or she is not required to pay for any charges incurred for the first 30 days after the unauthorized change.

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9.3.4 Reserved for Future Use

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9.3.5 Blocking Services

Central office blocking service is offered only where technically feasible.

(A) International Blocking Service

The Telephone Company will provide International Blocking Service to end users and Feature Group A Switched Access Service customers.

ACCESS SERVICE

9. **Additional Engineering, Additional Labor and Miscellaneous Services** (Cont'd)

9.3 **Miscellaneous Services** (Cont'd)

9.3.5 **Blocking Services** (Cont'd)

(A) **International Blocking Service** (Cont'd)

On each line for which International Blocking Service is ordered, the Telephone Company will block all international direct dialed calls that use the call sequence of 011+ or 10XXX-011+. When capable, the Telephone Company will route the blocked calls to a recorded message.

A nonrecurring charge as set forth in Section 12.#.4(F)(1), following, will apply to orders adding or removing International Blocking Service that are placed subsequent to the initial installation of the associated exchange line(s) or Feature Group A Switched Access line(s). This charge does not apply when an exchange line or Feature Group A Switched Access line is disconnected.

(B) **900 Blocking Service**

900 Service Access Restriction prevents access to the 900 network. When customers dial a 0+ or 1+ 900 pay-per-call number from a restricted telephone number, the 900 call is blocked.

Charges associated with 900 Service Access Restriction will be waived, on a one-time basis, to customers during the period from November 1, 1993 through December 31, 1993; and for customers who request a new line for a period of 60 days after the new line is installed.

Other than the above exception, charges for 900 Blocking Service apply as found in Section 12.#.4(F)(2), following.

Requests by customers to remove 900 Service Access Restriction must be submitted in writing to the Telephone Company.

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Interexchange carriers, enhanced service providers, and independent service providers may request Billing Name and Address (BNA) information of the Telephone Company or the Telephone Company's contracted billing agent for a specifically stated Billed Telephone Number (BTN). This information is to be used only for billing purposes, order entry, customer service, fraud prevention, and identification of end users who have moved from one location to another. Under no circumstances should this information be used for marketing purposes.

The Telephone Company will provide this information on a per-request basis, using rates specified in Section 12.#.4(G), following. Information will be provided for all BTNs except those that are unpublished or unlisted and are assigned to subscribers who have provided the Telephone Company with written instructions forbidding the release of BNA for their assigned numbers. For all other subscribers, BNA will be released for third number billed, collect calls, 10XXX calls, and calling card calls.

Requests for BNA must be submitted in writing. BTNs must be listed in ascending numeric order. The request must be accompanied by: 1) carrier identification code, 2) specific BTNs for which BNA is requested, and 3) contact name and number for verification.

BNA will be provided in written form within a two-week interval from receipt of the request.

9.3.7 Central Office (CO) Implemented Coin Line

- A. Central Office Implemented Coin Line provides coin signaling. It is a line side connection from the local exchange switch to the point of demarcation at the customer premise. The line is purchased out of the company's local tariff, while the features may be purchased out of either the local tariff or this Federal tariff.

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- B. Features are additives to the operation of a flat rate access line that provide for CO Implemented coin line service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin supervision, coin control (collect and return of coins, if applicable), and answer supervision. CO implemented coin line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- C. CO Implemented Coin Line features, including coin line signaling, coin collect and return (where applicable) and answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.
- D. Answer Supervision provides signaling on the line notifying the line that the called party has answered. Coin Collection and Return provides an electrical signal on a CO Implemented Line indicating to the payphone equipment to collect or return coin(s) to the calling party.

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